



**GOVERNMENT OF THE DEMOCRATIC SOCIALIST
REPUBLIC OF SRI LANKA**

MINISTRY OF FOREIGN AFFAIRS, FOREIGN EMPLOYMENT & TOURISM

SRILANKA TOURISM DEVELOPMENT AUTHORITY

**Providing Janitorial Services to the Head Office Premises of SLTDA FOR 2026 -
2028**

Contract No: SLTDA/HR&PM/S/NS/Janitorial Service/2026/26

National Competitive Bidding (NCB)

SRILANKA TOURISM DEVELOPMENT AUTHORITY

No.80, Galle Road, Colombo 03

February 2026

MINISTRY OF TOURISM
SRI LANKA TOURISM DEVELOPMENT AUTHORITY
PROVIDING JANITORIAL SERVICES TO THE HEAD OFFICE PREMISES OF SLTDA
FOR O3 YEARS
Contract No: SLTDA/HR&PM/S/NS/Janitorial Service/2026/26
INVITATION FOR BIDS (IFB)

1. The Chairman, Departmental Procurement Committee of Sri Lanka Tourism Development Authority invites sealed proposals from eligible & qualified bidders for **PROVIDING JANITORIAL SERVICES TO THE HEAD OFFICE PREMISES OF SLTDA FOR O3 YEARS (2026 - 2028)**.
2. The successful bidder shall not have been blacklisted and shall have Business Registration and comply with the eligibility criteria mentioned in the in the Bidding Document.
3. A complete set of Bidding Documents in English language will be issued through email, submission of written request (on the applicant's letterhead) with Payment Slip of the non-refundable deposit to the email address of sldaproc@srilanka.travel from **April 20,2026 to May 11, 2026**.
4. The payment of non-refundable fee **LKR 12,500.00** should be deposited to the Bank **AC No. 7119413**, Bank of Ceylon, Corporate Branch, Sri Lanka Tourism Development Authority (*Note: Please Fill the Depositors Details and Purpose of Deposit in the Cash Deposit Slip as "Non-Refundable Tender Fee" and it is mandatory to submit the aforesaid original cash deposit slip with the Bid. The payment should be made only in cash*)
5. Sealed Bids with the duplicates to be dispatched either by register post or hand delivered to Chairman, Departmental Procurement Committee, Procurement Division (4th Floor), Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03 reached **on or before 2.00 p.m. on May 11, 2026 (Bid closing at 2.00 p.m. on May 11, 2026)** It should be written as "**Providing Janitorial Services To The Head Office Premises of SLTDA For O3 Years (2026 – 2028)**" at the left-hand corner of the Envelop.
6. **Late Bids will be rejected** and Bids will be opened soon after closing at the Procurement Division (4th Floor) of SLTDA, No.80, Galle Road, Colombo 03 in the presence of a Bidder's representative who choose to attend.
7. Bids shall be valid **91 days** from the date of Bid closing (**up to August 10, 2026**)
8. Pre-Bid Meeting will be held on **April 29., 2026** at 10:00 hrs. at Chairma's Board Room (1st Floor of SLTDA).
9. All bids shall be accompanied by a bid security of **LKR 650,000.00 Bid Security** shall be valid up to **September 7, 2026**
10. All bids shall be accompanied a certificate of registration of the bidder issued by the registrar of Public Contracts in Sri Lanka according to the Public Contract Act No.03 of 1987 of the government of Sri Lanka and subsequent gazette notifications (PCA3 from).
11. An employee or a firm and/or an individual that has a close family relationship with an employee of the Tourism Ministry of Tourism, Sri Lanka Tourism Development Authority and any other institution under the control of the Ministry shall not be eligible for award.
12. The Departmental Procurement Committee decision will be the final decision. Further, SLTDA has the right to accept or reject any Bid without adducing any reasons and SLTDA will not be responsible for any costs or any expenses incurred by the prospective bidders in connection with the preparation or delivery of Bids.

Chairman,
Departmental Procurement Committee
Sri Lanka Tourism Development Authority

ACRONYMS AND ABBREVIATIONS

SLTDA - Sri Lanka Tourism Development Authority

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Section I.

INSTRUCTIONS TO BIDDERS (ITB)

Section I. Instructions to Bidders (ITB)

A. General

- 1. Scope of Bid**
 - 1.1 The Client, as defined in the Bidding Data, invites bids for the Services, as described in the Appendix A to the Contract. The name and identification number of the Contract is provided in the Bidding Data.
 - 1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided in the Bidding Data.
- 2. Qualification and Experience of the Bidder**
 - 2.1 All bidders shall provide Forms of Bid and Qualification and Experience Information as mentioned in Data Sheet, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.
 - 2.2 If not stated in the Bidding Data, all bidders shall include the following information and documents with their bids
 - (a) List of Services performed for each of the last five years;
 - (b) Experience in Services of a similar nature for each of the last three years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
 - (c) Work plan and methodology
 - (d) List of major items of equipment proposed to carry out the Contract;
 - (e) qualifications and experience of key staff proposed for the Contract;
 - (f) any other if listed in the Bidding Data.
- 3. Cost of Bidding**
 - 3.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.
- 4. Site Visit**
 - 7.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.
- 5. Content of Bidding Documents**
 - 5.1 The set of bidding documents comprises the documents listed below:
 - Invitation for Bid (IFB)
 - Section 1 - Instructions to Bidders (ITB)
 - Section 2 – Data Sheet
 - Section 3 – Schedule of Requirement
 - Section 4 – Condition of Contract
 - Section 5 – Contract Data
 - Section 6 – Appendix

- 6. Clarification of Bidding Documents**
- 6.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing at the Employer’s address indicated in the invitation to bid and Bidding Data.
- 6.2 The bidder’s designated representative is invited to attend a pre-bid meeting which, if convened and informed to the bidders, will take place at the venue and time stipulated in the Data Sheet
- B. Preparation of Bids**
- 7. Language of Bid**
- 7.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be Written in English Language.
- 8. Documents Comprising the Bid**
- 8.1 The Bid shall comprise the following:
- (a) Bid Submission Form and the applicable Price Schedules, in accordance with the bidding document
 - (b) Bid Security or Bid-Securing Declaration,
 - (c) Documentary evidence as mentioned in contract data, that the Services conform to the Bidding Documents;
 - (d) Documentary evidence in accordance with Bidding Data establishing the Bidder’s qualifications to perform the contract if its bid is accepted; and
 - (e) Any other document required in the Bidding Data.
- 9. Bid Prices**
- 9.1 The Contract shall be for the Services, as described in the Employer’s Requirements, Section VI, based on the priced Activity Schedule submitted by the Bidder.
- 9.2 The Bidder shall fill in rates and prices for all items of the Services described in the in Employer’s Requirements, Section VI and listed in the Activity Schedule, Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.
- 9.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by The Bidder. However VAT shall be included separately.
- 10. Currency of Bid**
- 10.1 The lump sum price shall be quoted by the Bidder shall be in Sri Lanka Rupees (LKR).
- 11. Bid validity**
- 11.1 Bids shall remain valid for the period specified in the Bidding Data.
- 11.2 In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders’ responses shall be made in writing. A Bidder may refuse the request without forfeiting the Bid Security (if submitted). A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security (if submitted) for the period of the extension, and in compliance with Clause 12 in all respects.

12. Bid Security

- 12.1 If indicated in the Bidding Data, the Bidder shall furnish, as part of the Bid Security, in the amount specified in the Bidding Data and valid till the date specified in the Bidding Data.
- 12.2 If a Bid Security is requested under sub-clause 12.1 above, any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer.
- 12.3 The Bid Security of unsuccessful bidders will be returned within 28 days of the end of the Bid validity period specified in Sub-Clause 12.1.
- 12.4 The Bid Security of the successful Bidder will be discharged when the Bidder has signed the Agreement and furnished the required Performance Security (if required).
- 12.5 The Bid Security may be forfeited:
 - (a) if the Bidder withdraws the Bid after Bid opening during the period of Bid validity;
 - (b) if the Bidder does not accept the correction of the Bid price, pursuant to Clause 22; or
 - (c) in the case of a successful Bidder, if the Bidder fails within the specified time limit to:
 - (i) sign the Contract; or
 - (ii) Furnish the required Performance Security (if required).

13. Format and Signing of Bid

- 13.1 The Bidder shall prepare one original of the documents comprising the Bid and as described in Clause 8 of these Instructions to Bidders.
- 13.2 The original of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.
- 13.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

C. Submission of Bids

14. Sealing and Marking of Bids

- 14.1 The outer envelope prepared in accordance with sub-clause 8.4 shall:
 - (a) be addressed to the Employer at the address provided in the Bidding Data;
 - (b) bear the name and identification number of the Contract as defined in the Bidding Data; and
 - (c) provide a warning not to open before the specified time and date for Bid opening as defined in the Bidding Data.
- 14.2 In addition to the identification required in Sub-Clause 14.2, the envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened if required.
If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid

- 15. Deadline Submission of Bids**
- 15.1 Bids shall be delivered to the Employer at the address specified above no later for than the time and date specified in the Bidding Data.
- 15.2 Employer may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the Parties previously Subject to the original deadline will then be subject to the new deadline.
- 16. Late Bids**
- 16.1 Any Bid received by the Employer after the deadline prescribed in Clause 15 will be returned unopened to the Bidder.

D. Bid Opening and Evaluation

- 17. Bid Opening**
- 17.1 The Employer shall conduct the bid opening in public at the address, date and time specified in the Bidding Data
The Purchaser shall prepare a record of the Bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal, or modification; the Bid Price, per lot if applicable, including any discounts, and the presence or absence of a Bid Security or Bid-Securing Declaration. The bids that were opened shall be resealed in separate envelopes, promptly after the bid opening. The Bidders’ representatives who are present shall be requested to sign the attendance sheet.
- 18. Clarification of Bids**
- 18.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer’s discretion, request any Bidder for clarification of the Bidder’s Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with Clause 22.
- 19. Examination of Bids and Determination of Responsiveness**
- 19.1 Prior to the detailed evaluation of bids, using the information provided in Bid the Employer will determine whether each Bid (a) is accompanied by the required securities (if requested); and (bc) is substantially responsive to the requirements of the bidding documents.
- 19.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and Employer’s Requirements of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services;
(b) which limits in any substantial way, inconsistent with the bidding documents, the Employer’s rights or the Bidder’s obligations under the Contract; or
(c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.
- 19.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

20. Evaluation of Bid

20.1 The Client shall evaluate each Bid that has been determined, to be substantially responsive.

To evaluate a Bid, the Client may consider the following:

- (a) The Price as quoted;
- (b) Price adjustment for correction of arithmetical errors and discount offered;
- (c) Evaluation Criteria as specified in the Bidding Data

The Client's evaluation of a Bid may require the consideration of other factors, in addition to the Price quoted if stated in Data Sheet. These factors may be related to the characteristics, performance, and terms and conditions of the service.

Evaluation shall not be done in item wise.

21. Correction of Errors

21.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.

21.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with Sub Clause 12.5.

E. Award of Contract

22. Award Criteria

22.1 Subject to Clause 24, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price.

23. Employer's Right to Accept any Bid and to Reject any or all Bids

23.1 Notwithstanding Clause 23, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer's action.

24. Notification of Award and Signing of Agreement

24.1 The Bidder whose Bid has been accepted will be notified in writing, of the award by the Employer prior to expiration of the Bid validity period. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the Employer will pay the Service Provider in consideration of the Services provided by the Service provider as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").

24.2 The notification of award will constitute the formation of the Contract.

- 24.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder.
- 25. Performance Security**
- 25.1 If requested in the Bidding Data, within 14 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form (Bank Guarantee and/or Performance Bond) stipulated in the Contract Data, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.
- 26 Advance Payment Security**
- 26.1 The Employer will provide an Advance Payment not exceeding 20% of the Contract Price subject to the Service Provider submitting an advanced Payment guarantee and acceptable to the Employer.

Section II:
DATA SHEET

ITB Clause Reference	BIDDING DATA
1.1	The Employer is The Director General, Sri Lanka Tourism Development Authority
1.1	The name of the Contract: Providing Janitorial Services To The Head Office Premises of SLTDA For O3 Years (2026 – 2028) Identification number of the Contract: SLTDA/HR&PM/S/NS/Janitorial Service/2026/26
1.2	The above service shall be provided for three (3) years' period.
2.2	The information required from bidders in Sub-Clause 2.2 is: <ul style="list-style-type: none"> a) Shall have submitted the Business Registration. b) Has been signed by a person duly authorized to sign on behalf of the Bidder. c) Has sufficient Bid validity period as per Clause 8.1 hereof, and d) Experience as a Janitorial service provider having at least five service contracts assignments completed value more than 8 million each for government / semi government Institute over the last 5 years. e) Have conformed to all the requirements without deviation or reservation
6.1	All clarifications pertaining to this Bidding Document The contact for clarification of Bids is Assistant Director (Procurement) Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03 Tel: 011 2426800 (Ext 305), Email – sltdaproc@srilanka.travel All interested Bidders are strictly advised to submit their clarifications 07 working days prior to the date of Bid submission.
6.2	Pre-Bid Meeting will be held on April 29, 2026 at 10:00 hrs. at Board Room (1st Floor of SLTDA).
11.1	The period of Bid validity shall be: 91 days valid up to August 10, 2026
12.1	The amount of Bid Security shall be: LKR 650,000.00 shall be valid up to September 7, 2026
14.1	The Employer's address for the purpose of Bid submission is Chairman, Departmental Procurement Committee Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03 The Bids shall be delivered in duplicate to the Procurement Section (4 th Floor) of Sri Lanka Tourism Development Authority.
14.2	For identification of the bid the envelopes should indicate: Providing Janitorial Services to the Head Office Premises of SLTDA for O3 Years (2026 – 2028) Contract: SLTDA/HR&PM/S/NS/Janitorial Service/2026/26
15.1	The deadline for submission of bids is on May 11, 2026, at 14.00 hrs , in no event, earlier than that given in the Invitation for Bids, unless subsequently amended pursuant to Sub-Clause 15.2].
17.1	Bids should be submitted on or before May 11, 2026, at 14.00 hrs at the following address and will be opened immediately after the submission. Procurement Division (4th Floor) Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03

20.1	EVALUATION CRITERIA	
Technical Information		
	<p>A. Company Profile</p> <ol style="list-style-type: none"> 1. Company Background & Experience – 6 marks (Established history in janitorial services, years of operation, industry reputation) 2. Legal & Regulatory Compliance – 4 marks (Valid business licenses, certifications, compliance with local laws) 3. Financial Stability – 6 marks (Financial health, stability to ensure sustained service delivery) 4. Organizational Structure & Resources – 6 marks (Adequate staffing, management structure, operational capacity) 5. Quality Assurance & Certifications – 3 marks (ISO, cleanroom standards, environmental certifications, if any) 	[25 marks]
	<p>B. Existing Client List</p> <ul style="list-style-type: none"> • Relevance and Similarity - 4 marks (The client list shows relevant industry experience) • Client Diversity and Size - 2 marks (Served notable clients) • Duration and Continuity - 2 marks (The provider's long-term client relationships demonstrate reliability) 	[10 marks]
Details [Form F-1]		
	<p>C. Proposal Salary Rates to the staff to be deployed</p> <ul style="list-style-type: none"> • Competitive and Industry-Standard Rates - 5 marks (Rates align with industry standards to attract qualified staff.) • Transparency and Detail of Compensation Package - 5 marks (Breakdown: salary, allowances, benefits, incentives) • Fairness and Compliance - 5 marks (Rates comply with local laws and promote fair pay for all staff) • Attractiveness and Sustainability - 5 marks (Proposed salaries are sufficient to attract and retain skilled personnel, ensuring long-term service quality) 	[20 marks]
	<p>D. Work Plan</p> <ul style="list-style-type: none"> • Clarity and Detail of the Work Plan - 5 marks 	[15 marks]

		(Outlines tasks and timelines for smooth implementation)	
		<ul style="list-style-type: none"> • Feasibility and Realism - 4 marks (Checks activity feasibility within resources and time) • Methodology and Approach - 3 marks (Structured approach for successful results) 	
		E. Proposed Uniform	[5 marks]
		F. Proposed Staff to be Deployed with CV's including Experience, Age (22 – 50) , Name etc. <ul style="list-style-type: none"> • Experience & Skills - 4 marks (Staff have relevant cleaning experience and skills) • Age Range - 2 marks (Staff are aged between 22 and 50 years) • Qualifications & Certifications (2 marks) (Completeness of CVs (2 marks) Staff have relevant qualifications, such as NVQ level certificates) 	[10 Marks]
		G. Recent customer feedback from top management	[5 marks]
		H. Observation made during the site inspection by the BEC team <ul style="list-style-type: none"> • Responsiveness and communication – 2 marks (Promptness, clarity , transparency) • Staff professionalism and attitude – 2 marks (Courtesy , helpfulness and professionalism) • Quality of service delivery – 2 marks (Adherence to standards , effectiveness) • Compliance with safety and environmental standards – 1.5 marks (Safety protocols and environmental responsibility) • Facility and equipment standards – 1.5 marks (Equipment condition, maintenance and cleanliness) • Overall conduct and observations – 1 mark (General impression and attentiveness) 	[10 marks]
		Total	[100 marks]
	<p>*Score for Technical Information shall be scored more than 70 marks.</p> <p>The weights are given to the Technical and Financial are: T = 60% and F = 40%</p> <p>- The formula for determining the financial scores is the following:</p> $S_f = 100 \times F^m / F$		

	<p>[in which S_f is the financial score, "F_m" is the lowest price and "F" is the price of the proposal under consideration.]</p> <ul style="list-style-type: none"> - Combined Score = $S_f \times 40\% + S_t \times 60\%$ - The firm who achieving the highest combined score will be selected for this assignment.
25.1	<p>Within 14 days after receipt of the letter of acceptor the successful bidder shall deliver the performance security to the employer.</p> <ul style="list-style-type: none"> • For an amount equaling to 10% of the initial Contract price. • Validity period of 28 days beyond the date of contract completion. • Issued by approved commercial bank operates under Central Bank of Sri Lanka

Section III:

FORM OF BID & SCHEDULE OF REQUIREMENTS

FORM OF BID

[The bidder shall fill in this Form in accordance with the instructions indicated no alterations to its format shall be permitted and no substitutions will be accepted.]

To: Chairman,
Departmental Procurement Committee
Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03

We, the undersigned, declare that:

Date:

- (a) We have examined and have no reservations to the document issued;
- (b) We offer to carry out the above non consultancy service in conformity with the documents issued and in accordance with the Schedule of Requirement (SOR).
- (c) The total price of our Bid including any discounts offered is:
.....
..... (LKR.....) [insert the total quoted price in words and figure];
- (d) Our Bid shall be valid for the period of time specified in ITB Sub-Clause 11.1. from the date of closing the Bids and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (e) We understand that this quotation, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us.
- (f) We understand that you are not bound to accept the lowest evaluated quotation or any other quotation that you may receive.

Signed:
[Insert signature of person whose name and capacity are shown]

Name:
[Insert complete name of person signing the Bid Submission Form]

Seal: Date:

Section IV:
SCHEDULE OF REQUIREMENTS

SCHEDULE OF REQUIREMENTS

A. BACKGROUND

The Sri Lanka Tourism Development Authority (SLTDA) is seeking a reputable and responsible janitorial & cleaning service provider for the head office premises of SLTDA located at No. 80, Galle Road, Colombo 03 which runs its' operations with an approximate staff of 250.

B. CONTRACT OBJECTIVES AND SCOPE

The main objective of this task is to provide janitorial services and garden services to the Head office premises of SLTDA and upkeep offices, common areas and wash rooms in a clean and hygienic environment.

The Service Provider should provide the services as per this Schedule of Requirement and other services to the entire SLTDA premises for a period upto three (03) years, annually renewable based on satisfactory performance.

The service provider expects to provide and perform cleaning services of high industry standards using environmentally friendly cleaning products and supplies, for an approx. land area of 4,477.23 m². SLTDA is located in 06 stories building premises. The layout of 04 floors comprising of office space, common areas, meeting rooms, canteen, washrooms and an elevator. In addition, there are four units namely, Tourist Police, Transport, Security and SLTDA Drivers Quarters situated outside the main building.

The scope of the Contract shall include but not be limited to the following;

- Cleaning of office space, meeting rooms, stairways and common areas
- Cleaning of all washrooms and their fixtures;
- Cleaning of the canteen and external corridors;
- Cleaning of windows – internal and external
- Waste management
- External building washup
- Implement new and maintain existing measures to up keep the cleanliness of entire premises and to ensure an attractive garden.
- Reporting any breakdown/ malfunctioning of building fittings/ wash room fixtures to the HR & PM Division of SLTDA, for rectification.
- Implement and practice all pandemic preventive measures related to cleaning issued by the Health Authorities time to time.

The service provider should be well prepared and equipped with preventive measures to be safe in a pandemic and well aware about guidelines published by the Government & Health Authorities.

Requirements of the Services to SLTDA

1. Staff requirement
 - 01 Working supervisor (male or female)
 - 17 Janitorial staff (08 males and 09 females)
2. All Staff should normally work daily from Monday - Friday from 7.00 am to 4.00 pm except one janitor and he/she shall work from Monday – Friday from 9.00 a.m. to 6.00 p.m. All staff should work Saturdays from 7.00 am to 1.00 pm.
3. The Service Provider should be fully responsible for all work and services performed by its staff.
4. The Service Provider should take the responsibility of replacing the absentee employees.
5. The Service Provider shall take all reasonable measures to ensure that the contracted personnel are well-trained and conform to the highest standards of moral and ethical conduct.
6. SLTDA shall not be liable for any action, omission, negligence or misconduct of the Service Provider's employees and not liable for any insurance claims arising out of any injury/ disability/ death whilst performing duties. It is the sole responsibility of the awarded contractor to obtain a workman compensation insurance cover; covering all its' employees.
7. A well-experienced supervisor with a decision-making capacity, should be appointed & based in the SLTDA by the Service Provider, who is responsible to oversee the contracted personnel & provide necessary trainings.
8. All staff should be neatly attired in uniforms and always be neat and pleasant in appearance.
9. All cleaning supplies and essential equipment must be supplied by the service provider and stored at the SLTDA storage facilities. Furthermore, these materials and equipment should be of high quality and from reputable, well-known brands. Additionally, all housekeeping chemicals must be sourced from companies certified under ISO 9001:2015 and GMP standards..
10. Age limit of the janitors strictly should be between 18 - 50 years.
11. **Salary for janitorial employees should comply with the labour law of Sri Lanka** (according to the wages board ordinance, budgetary relief acts 2005 and 2016, janitorial service trade wages board decision and EPF/ETF act) and SLTDA will monitor that the service provider adheres to the regulations.
12. A detailed Work Plan (including pandemic preparedness and response) and Methodology to execute the Activity Schedule and other Activities (Section D) shall be submitted with Bid. This will be given priority in evaluating bids.

13. All interested bidders **shall participate for the pre-bid meeting**. After the pre-bid meeting, they are welcome to make a visit to assess the premises prior to submitting their respective offer. Floor plans could be obtained, if required, on prior notice and via visiting to the premises.

C. REQUIRED QUALIFICATIONS

1. Minimum Qualifications of the Service Provider

Experience

The Service Provider must be a well-established and reputable organization in the field of Janitorial and Garden Maintenance Services and **is expected to have a minimum of 05 years proven similar experience** in this field **(at least five live contracts) on providing Janitorial and Garden services to Government/ reputed Private Organizations.**

References

A specification in the proposed contract requires the firm **to provide a list of their current and previous clients**. The official in-charge of janitorial and garden services will be cross-checked against each reference regarding the firm's services and responsiveness to cleaning and up keep of the garden interests and problems, the quality of the services performed and the dependability of the firm in meeting janitorial and garden needs.

Other

01. Janitorial/Garden services Equipment

The Janitorial/Garden staff will require proper equipment to perform the assigned duties, such as uniforms, protective gloves/clothing, vacuum cleaners or any item which may require to perform relevant works . should be supplied by the Service Provider.

02. Workman Compensation Insurance

It is the sole responsibility of the awarded contractor to cover all workman insurance covers for its employees including any type of injury, disability and or death.

03. Disciplinary Measures

The Service Provider agrees to undertake any disciplinary measures for incidents informed by SLTDA against any janitorial staff whose conduct is considered unsatisfactory. SLTDA must be prior informed of any new recruitment made by the Service Provider.

04. Replacement

In the absence of any of the above personnel for any reason, the Service Provider shall provide a competent individual as the replacement at no additional cost to SLTDA. If not, deductions from the monthly payment shall be made accordingly. (Refer special note in Payment Procedure).

2. Minimum Qualifications for Janitorial staff

In accordance with above qualification/ criteria, the Service Provider is responsible for selecting candidates for deployment. All personnel hired by the Service Provider will be required to go through

the approval process, if requested by SLTDA and documents should be forwarded for security clearance. A list of names, with NIC, residence addresses and contact details of all contracted staff to be submitted to HR & PM Division in the time of execution of the agreement with the selected service provider.

- a) **Age:** 18 to 50 years old, depending on tasks required. (this must be clearly adhered)
- b) **Gender**
 - 01 working supervisor (male or female)
 - 17 janitorial staff (09 males and 08 females)
- c) **Health:** Free from all communicable diseases and in good general health without physical defects or abnormalities, which would interfere the performance of any duty/ task.
- d) **Physical condition: Need to be physically fit and able to perform physical tasks associated with the cleaning and garden duties to which he/she is assigned.**
- e) Trained in handling various cleaning equipment, cleaning chemicals and applying manure, chemicals and pesticides required to keep the plant foliage in good condition.
- f) Specially trained on preventive measures to control pandemic situations inside the workplace.
- g) Deployed staff should be able to work on special work requirement if requested by Management of SLTDA including Sundays or any other Government Holidays.
- h) Must have the ability to follow instructions, communicate effectively, being reliable, dependable, firm, courteous and tactful. Must be able to comprehend orders and directives quickly.
- i) Service provider should make the payment to their staff without waiting the payment from SLTDA. SLTDA will release monthly payments only after receiving the required documents (invoice, attendance sheets, EPF & ETF payments proof) from the service provider **and** obtaining satisfactory reports from SLTDA divisions. EPF/ ETF payment proof should be forwarded with the following month's invoice.
- j) Breach of any condition mention above will be subject to deductions as agreed with SLTDA.

D. Duties and responsibilities of Janitorial Staff

The Company should be able to use latest mechanized equipment to clean the workplace effectively.

Activity Schedule

No	Details	
A – Office Area		
1		
1.1	Empty all waste containers replace solid basket liners as required	Daily
1.2	Remove all trash to disposal areas	Daily
1.3	Dust and disinfect all tops of furniture, window ledges, telephones, partitions, file cabinets and other horizontal surfaces properly	Daily

1.4	The door knobs/handles shall be cleaned and disinfected.	Daily (3 times)
1.5	Straighten magazines and periodicals on reception tables	Daily
1.6	Spot clean all interior partition glass	Daily
1.7	Wash and disinfect both sides of glass doors	Daily
1.8	Clean both sides of doors to divisions, meeting rooms, canteen	Daily
1.9	Remove fingerprints from around doors, light switches and walls	Daily
1.10	Sweep, wet mop and clean with detergent to disinfect all floors, damp mop to remove spillage	Daily
1.11	Secure all suite doors and lights	Daily
1.12	Clean and disinfect all drinking filters	Daily
1.13	Damp wipe all counters and tables (including office equipment on the surfaces)	Daily
2		
2.1	Dust all lower areas of chairs, file cabinets, desks, etc..	Weekly
2.2	Dust tops of picture frames and high ledges	Weekly
2.3	General high dust partitions and other vertical surfaces	Weekly
2.4	Clean and disinfect telephones	Daily
2.5	Spot clean carpeting for spills and stains	Weekly
2.6	Power vacuum all carpeted areas	Weekly
2.7	Shampoo clean all carpeted areas	Monthly
3		
3.1	Spray buff all resilient tile and hard surface floors	Monthly
3.2	Clean all baseboards and door jams	Monthly
3.3	Power vacuum upholstered furniture, edge vacuum carpets	Weekly
3.4	Dust window blinds	Weekly
3.5	Inspect suit areas for spillage on carpets spot clean for spillage	Fortnightly
4		
4.1	Strip and refinish all tile floors as needed buff to shine	Quarterly
4.2	Vacuum all ceiling air vents	Monthly

4.3	Dust with treated cloths, all wood surfaces	Every two months (bimonthly)
B – Lavatories		
5		
5.1	Mop all floors using a disinfectant cleaner (7.30 a.m., 9.00 a.m., 10.00 a.m., 11.00 a.m., 12.30 p.m., 1.30p.m., 2.30 p.m., 3.30p.m.)	Eight times a day
5.2	Clean and dry the wash basins and tops	Eight times a day
5.3	Clean top, bottom and side surfaces, inside and out of all stalls and urinals using a disinfectant cleaner	Six times a day
6		
6.1	Empty, clean and disinfect outside of waste receptacles	Daily
6.2	Dust all ledges, dispenses and partitions	Daily
6.3	Clean both sides of stool seats using a disinfectant cleaner	Daily
6.4	Clean and polish all chrome fittings	Daily
6.5	Clean and disinfect washbasins inside and out	Daily
6.6	Spot clean partitions and walls	Daily
6.7	Clean mirrors and counter tops	Daily
6.8	Clear toilet blocks	Daily
6.9	Report to HR & PM Division, malfunctioning equipment	Daily
7		
7.1	Wipe down all partitions , doors and walls using a disinfectant cleaner	Daily
7.2	Clean stools and urinals with non-skid bowl cleaners as needed	Daily
7.3	Pour water into floor drain units	Daily
8		
8.1	High dust all wall and air diffusers	Weekly
8.2	Damp wipe and clean wall tile using a disinfectant cleaner	Every other day
C – Lobby & Entry		
9		
9.1	Empty and clean wastebaskets	Daily

9.2	Place foot disinfection solution at the entrance and clean and disinfect all used trays & carpets for this purpose	Daily
9.3	Clean both sides of entrance doors	Daily
9.4	The door knobs/handles shall be cleaned and disinfected	Hourly
9.5	Spot clean carpets to remove spills and stains	Daily
9.6	Sweep and damp mop hard surface floors	Daily
9.7	Clean all directory glass areas	Daily
9.8	Dust all medium and low-level ledges	Daily
9.9	Spot clean walls	Daily
10		
10.1	Dust all top ledges and walls	Weekly
10.2	Power vacuum carpets	Every other day
10.3	Buff / spray and maintain hard floors	Weekly
10.4	Clean and shine thresholds	Weekly
11		
11.1	Strip and refinish hard floors as needed	Twice a year
11.2	High dust all wall areas of the building internal & external	Monthly
11.3	Ceiling to be cleaned by dry or wet washing according to the requirement at the surface	Monthly
D – Corridors		
12		
12.1	Remove trash to disposal areas	Daily
12.2	Clean and disinfect all drinking fountains	Daily
12.3	Clean both sides of entrance doors and glass	Daily
12.4	Sweep hard surface floors damp mop to remove spillage	Daily
12.5	Damp wipe fingerprints from doorframes etc...	Daily
12.6	Spot clean carpet for spills and stains	Daily
13		
13.1	Dust all ledge areas high and low	Weekly
13.2	Spot wash fingerprints from wall areas	Weekly

13.3	Spray buff floors	Weekly
13.4	Power vacuum carpets	Every other day
14		
14.1	High dust all wall areas	Fortnightly
14.2	Vacuum all ceiling air events	Twice a Year
14.3	Strip and refinish hard surface floors.	Twice a Year
E - Cafeteria (only guest area)		
15		
15.1	Empty all waste containers and clean outside surfaces of containers. Replace solid basket liners as required	Daily
15.2	Remove trash to disposal area	Daily
15.3	Damp wipe and disinfect tabletops and chairs	Daily
15.4	Dust mop floors and damp mop to remove spills	Daily
15.5	Wipe facing of counters and vending machines	Daily
15.6	Clean and disinfect sinks and counter tops	Daily
15.7	Wipe microwaves inside and out	Daily
15.8	Wipe outside of refrigerator	Daily
16		
16.1	Thoroughly mop floor	Weekly
16.2	Spray buff resilient tile	Weekly
16.3	Power vacuum upholstered furniture	Weekly
16.4	Dust venetian blinds	Weekly
17		
17.1	Refinish tile floor as needed	Monthly
17.2	Vacuum all ceiling air events	Monthly
17.3	Supply and replenish hand wash liquid (must be available at all times)	Daily
F – Elevators		
18		
18.1	Clean and disinfect inside and outside of Elevator	Hourly
18.2	Damp wipe fingerprints and smudges from all surfaces, doors and frames	Daily

18.3	Spot clean carpeted elevators for spills and stains	Daily
19		
19.1	Power vacuum carpets edge as necessary	Every other day
19.2	Vacuum all elevator tracks and floor threshold plates	Every other day
19.3	Damp wipe and clean elevator threshold tracks	Every other day
20	Bonnet shampoo carpeted elevators	Fortnightly
G- Transport Unit, Security Unit, Cleaning Unit and Drivers & Security Staff Quarters		
21		
21.1	Dust, damp wipe and disinfect all equipment and surfaces	Daily
21.2	Sweep surface floors, damp mop and disinfect	Daily
21.3	Remove all trash to disposal areas	Daily
H-Garden		
22.		
22.1	Sweep and clean, clear any dead leaves, water plants (pour water), maintain garden, clear garbage, etc.	Daily
I- External Building Washup		
23	Over all external building wash up to be done closed supervision and all metal/ aluminum surfaces to be cleaned and polished by a suitable washing chemical	Once per annum upon request only

****Important Note: In addition, to the above activity schedule, strict adherence and practice of instructions stipulated under “section 2.7 Instructions for the cleaning staff given in the operational guidelines on preparedness and response for pandemic outbreak for Ministries (1st Revision - 23 April 2021)” is required on daily basis.**

Other Activities

NO.	LOCATIONS/ITEMS	DESCRIPTION OF WORK	FREQUENCY
1	Garden Services	<ul style="list-style-type: none"> -Mowing the garden lawns regularly using the lawn mowing equipment. -Weeding and sweeping the entire garden daily. -Watering plants and foliage as necessary. -Maintaining all in-door plants by watering, manuring and maintaining 	Daily

		a plant nursery for regular replacement of in-door plants.	
3	Maintaining cleaning / work schedules	Maintain and update daily cleaning schedules.	Daily

E. Special Conditions

- Janitorial staff must use recommended, high-quality cleaning and sanitation products. All cleaning chemicals should be sourced from companies certified under ISO 9001:2015 and GMP by SLSI.
- Maintain cleanliness of janitorial staff and cleaning fabrics/equipment all times.
- EPF, ETF payment documents are considered when we process the monthly payments.
- Following materials shall be provided by the Bidder from companies certified under ISO 9007:2015 and GMP by SLSI.
 - Cleaning Agents
 - Disinfection Cleaning Solutions
 - Hand Wash Liquid (approximately 40Ltrs monthly')
 - Air Fresheners
 - Tissue Paper Rolls (Approximately 700 nos. monthly) -

The contractor shall provide all equipment, as well as certified supplies required for carrying out the work. This comprises of but is not limited to, all the supplies for toilets and desk cleaning including – toilet paper, hand wash liquids, disinfectants, air fresheners, towels, washing-up liquid.

F. Reporting Line

The Janitorial staff shall directly report to Supervisor and Supervisor shall report to Service Provider and duly authorized officer of SLTDA appointed by the Director Human Resources & Premises Management.

Salaries, disciplinary, leave and other personnel matters of staff and supply of items, conducting work as per TOR is the responsibility of the Service Provider and/or Authorized Representative.

Work related matters that need to be liaised with SLTDA shall be reported by the Supervisor/ Service provider to the Director/Human Resources & Premises Management of SLTDA or a duly authorized officer.

G - LIST OF REQUIRED JANITORS

No.	Floor	Required Number of Janitors	
		Male	Female
1	Basement, Ground Floor	01	02
2	1 st Floor	01	01
3	2 nd Floor	02	02
4	3 rd Floor	02	02
5	4 th Floor	01	01
6	Transport, Security & Driver Quarters	01	-
	Tourist Police Division, Car Park, Land Area	01	-
TOTAL		09	08

Note:

1. In addition to the above janitor requirement, service provider shall provide **One Supervisor**.
2. Per hour rate to be quoted for additional services required to obtain after office hours.

H. APPROX. POPULATION IN EACH FLOORS OF THE BUILDING IS AS FOLLOWS;

Floor	Approx. population	Gender	
		Male/ Female Approx.	
		Male	Female
1st Floor	35 (Additionally, frequent visitors will be coming to Chairman's Office, Director General's Office and Investor Relations Unit)	15	20
2 nd Floor	90 (Additionally, frequent visitors will be coming to S&QA and Finance Divisions)	40	50
3 rd Floor	75 (Additionally, frequent visitors who come to canteen will be using lavatories in this floor)	25	50
4 th Floor (Cafeteria is located in this floor)	25 (Additionally, canteen area will be fully occupied in the morning hours from 7.30 am-8.30 am and afternoon hours from 12.30- 1.30 pm)	10	15
Transport, Security & Driver Quarters (Outside the Main Building)	25	22	03

- Payment will be calculated based on actual employees who are deploy per day.
- A daily penalty will be applied for absenteeism, **equivalent to the daily rate** for each day of absence.

- **Strict adherence to the age limit** of the deploying staff is expected and in failing which, **per day cost** will be imposed as a penalty.
- In the event of unsatisfactory performance, Service Provider shall become liable to replace staff/ material without any additional cost. Failure to do so shall be considered as negligence and shall be deductible as a percentage as deemed reasonable to cover the loss from the relevant pending payments.
- Proof documents must be submitted whenever necessary for items which is specified in the schedule of requirements.
- The agreed payment rates (mentioned in the schedule) will be paid for an additional staff if required.

Section V:
CONDITIONS OF CONTRACT

CONDITIONS OF CONTRACT

A. General Provisions

- 1.1 Definitions Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:
- (a) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
 - (d) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
 - (c) “Contract” means the Contract signed by the Parties, to which these Conditions of Contract (CC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
 - (d) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
 - (e) “Employer” means the party who employs the Service Provider
 - (f) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
 - (g) “Personnel” means persons hired by the Service Provider as employees and assigned to the performance of the Services or any part thereof;
 - (h) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;
 - (i) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer
 - (j) “Employer’s Requirements” means the Employer’s Requirements of the service included in the bidding document submitted by the Service Provider to the Employer
 - (k) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Employer’s Requirements and Schedule of Activities included in the Service Provider’s Bid.
- 1.2 Applicable Law The Contract shall be interpreted in accordance with the laws of the Socialist Democratic Republic of Sri Lanka
- 1.3 Language This Contract has been executed in English Language
- 1.4 Notices Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, to such Party at the address specified in the Contract Data.

- 1.5 Location The Services shall be performed at such locations as are specified in Appendix A, in the Employer’s Requirements and, where the location of a particular task is not so specified, at such locations, as the Employer may approve.
- 1.6 Authorized Representatives Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials specified in the Contract Data.

B. Commencement, Completion, Modification, and Termination of Contract

- 2.1 Effectiveness of Contract This Contract shall come into effect on the date the Contract is signed by either parties or such other later date as may be stated in the Contract Data.
- 2.2 Starting Date The Service Provider shall start carrying out the Services seven (07) days after the date the Contract becomes effective, or at such other date as may be specified in the Contract Data.
- 2.3 Intended Completion Date Unless terminated earlier pursuant to Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the Contract Data. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
- 2.5 Force Majeure
- 2.5.1 Definition For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 2.5.2 No Breach of Contract The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

- 2.5.3 Extension of Time Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- 2.5.4 Payments During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.
- 2.6 Termination The Employer may terminate this Contract, by not less than thirty (14) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause 2.6.1 and sixty (28) days' in the case of the event referred to in (f):
- 2.6.1 By the Employer
- (a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
 - (b) if the Service Provider become insolvent or bankrupt;
 - (c) if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
 - (d) if the Service Provider does not maintain a Performance Security in accordance with Clause 3.9;
 - (e) if the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount of liquidated damages can be paid in accordance with Sub-Clause 3.8.1 and the Contract Data.;
 - (f) if the Employer, in its sole discretion, decides to terminate this Contract. The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Clause 2.6.2:
- 2.6.2 By the Service provider
- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-two (42) days after receiving written notice from the Service Provider that such payment is overdue; or
 - (b) if, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than fifty six (56) days.

2.6.3 Payment upon Termination

Upon termination of this contract pursuant to clauses 2.6.1 or 2.6.2 the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d), (e) of Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

B. Obligations of the Service Provider

3.1 General

The Service Providers shall perform the Services in accordance with the Employer’s Requirements and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Providers shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Employer, and shall at all times support and safeguard the Employer’s legitimate interests in any dealings with Subcontractors or third parties.

3.3 Confidentiality

The Service Providers, their Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer’s business or operations without the prior written consent of the Employer.

3.5 Service Providers’ Actions Requiring Employer’s Prior Approval

The Service Providers shall obtain the Employer’s prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C (“Key Personnel and Subcontractors”),
- (c) changing the Program of activities; and
- (d) any other action that may be specified in the Contract Data.

3.6 Reporting Obligations

The Service Providers shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.

3.7 Documents Prepared by the Service Providers to

All plans, drawings, Employer’s Requirements, designs, reports, and other documents and software submitted by the Service Providers in accordance with Clause 3.6 shall become and remain the property of the Employer, and

Be the Property of the the Service Providers shall, not later than upon termination or expiration of

This Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Providers may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the Contract Data

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3.8 Liquidated Damages
 3.8.1 Payments of Liquidated Damages

The Service Provider shall pay liquidated damages to the Employer at the rate per day stated in the Contract Data for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the Contract Data. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Clause 6.5

3.8.2 Correction for Overpayment

The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Employer. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract.

D. Service Provider's Personnel

3.9 Performance Security

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer

(a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.

4.1 Description of Personnel

(b) If the Employer finds that any of the Personnel have

(i) committed serious misconduct or have been charged with having committed a criminal action, or

4.2 Removal and/or Replacement of Personnel

(ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.

(c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Employer

5.1 Assistance and Exemptions

The Employer shall use its best efforts to ensure that the SLTDA shall provide the Service Provider such assistance and exemptions as specified in the Condition of Contract.

5.2 Change in the Applicable Law If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 (a) or (b), as the case may be.

5.3 Services and Facilities The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

F. Payments to the Service Provider

6.1 Lump-Sum Remuneration The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Providers in carrying out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clauses 2.4 and 6.3

6.2 Contract Price The Contract Price is set forth in the Contract Data.

6.3 Payment for Additional Services, and Performance Incentive Compensation The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D.

6.4 Terms and Conditions of Payment Payments will be made to the Service Provider and according to the payment schedule stated in the Contract Data. Unless otherwise stated in, the Contract Data, first payment shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period stated in the Contract Data. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.

G. Quality Control

7.1 Identifying Defects The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities.

7.2 Correction of Defects, and Lack of Performance Penalty (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
(b) Every time notice a Defect is given; the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice.

(c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in clause 3.8

H. Settlement of Disputes

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.1 Amicable
Settlement
8.2 Dispute
Settlement

- 8.2.1 Any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, which was not settled amicably in as with sub clause 8.2.1 above, shall be finally settled by arbitration in accordance with Arbitration Act No 11 of 1995.
- 8.2.2 The arbitral tribunal shall consist of a sole arbitrator, who shall be appointed in the manner provided under sub clause 8.2.3.
- 8.2.3 The Party desiring arbitration shall nominate three arbitrators out of which one to be selected by the other Party within 21 Days of the receipt of such nomination. If the other Party does not select one to serve as Arbitrator within the stipulated period, then the Arbitrator shall be appointed in accordance with Arbitration Act No 11 of 1995, or any other amendments thereof

Section VI

CONTRACT DATA



CONTRACT DATA

Ref. Clause No	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(c)	The name of the Contract: Providing Janitorial Services To The Head Office Premises of SLTDA For 03 Years (2026 – 2028) Identification number of the Contract: SLTDA/HR&PM/S/NS/Janitorial Service/2026/26
1.1(e)	The Employer is The Director General, Sri Lanka Tourism Development Authority
1.4	The Address of the Employer is Director General Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03
1.6	The Authorized Representative for the Employer is: Director (HR&PM), Sri Lanka Tourism Development Authority
2.1	The date on this Contract shall come into effect is from the date of Award
2.2.1	The Starting Date for the commencement of Services is from 7days after the receipt of Award
2.3	The Intended Completion Date is in 3 years.
3.5 (a)	Not Applicable
3.9	Within 14 days after receipt of the letter of acceptor the successful bidder shall deliver the performance security to the employer. • For an amount equaling to 10% of the initial Contract price. • Validity period of 28 days beyond the date of contract completion. • Issued by approved commercial bank operates under Central Bank of Sri Lanka
5.1	Not Applicable
6.4	The following documents shall be submitted by the contractor to the Employer when making request for monthly payment. • Monthly bill with following certificates • Tax Invoice for the particular month • A copy of the invoice issued by the Finance/Lease company for the previous month for the installment payment (if the vehicle is financed or leased) • If the offered vehicle has been changed for few days within the month an approval for such change.
7.2	• Payment will be calculated based on actual employees who are deploy per day. • A daily penalty will be applied for absenteeism, equivalent to the daily rate for each day of absence. • Strict adherence to the age limit of the deploying staff is expected and in failing which, per day cost will be imposed as a penalty. • The payment rate should be in accordance with the labor rule of Sri Lanka. Additional payments for extra works (Poya and Sunday) must be borne by the employee. Prior approval must be obtained from the HR & PM (employer) for such payments. • In the event of unsatisfactory performance, Service Provider shall become liable to replace staff/ material without any additional cost. Failure to do so shall be considered as negligence and shall be deductible as a percentage as deemed reasonable to cover the loss from the relevant pending payments. Note: The agreed payment rates (mentioned in the schedule) will be paid for an additional staff if required.

Section VII:
PRICE SCHEDULE

PRICE SCHEDULE

**Hi Providing Janitorial Services to the Head Office Premises of SLTDA FOR 03 YEARS
Contract No: SLTDA/HR&PM/S/NS/Janitorial Service/2026/26**

Item No	Description	Unit	Qty.	Unit Price (Without VAT) (1st Year)	Unit Price (Without VAT) (2nd Year) +10%	Unit Price (Without VAT) (3rd Year) +10%	Total Price (LKR) (Without VAT) For 3 Years	
1	Providing Janitorial Service for SLTDA including overhead.	Supervisor	Persons	1				
		Janitors	Persons	17				
		Cost per Day						
		Cost for 26 Days (for 1 month)						
		Cost for 312 Days (for 12 months)						
Total for Item No. 01								
2	Building Wash-up as per the activity schedule in the TOR	Nos. of Services	1					
Grand Total (1+2)								
VAT (.....)								
Grand Total With VAT								

Rates for Additional Service Hour

Supervisor :

Janitor :

Name of the service provider:

Address :

Contact Number :
.....

Signature (Authorized representative) :

Seal:

Section: VIII

APPENDIX

FORM F-2: Qualifications and experiences of key staff proposed for the contract.

a. Supervisor & Janitors

Category	Designation	Gender	Minimum Qualifications	Relevant Experience	No. of Years of Experience	Age	Remarks
a.	Supervisor		<input type="checkbox"/> G.C.E. O/L or equivalent <input type="checkbox"/> Training in supervision / facility management (Proof docs to be attached)	Mention here Companies worked supervising janitorial / cleaning services	____ Years		
b.	Janitor-1		<input type="checkbox"/> Basic literacy <input type="checkbox"/> Training in cleaning / sanitation (Proof docs to be attached)	Mention here Companies worked in janitorial / cleaning services	____ Years		
	Janitor-2						
	Janitor-3						
	Janitor-4						
	Janitor-5						
	Janitor-6						
	Janitor-7						
	Janitor-8						
	Janitor-9						
	Janitor-10						
	Janitor-11						
	Janitor-12						
	Janitor-13						
	Janitor-14						
	Janitor-15						
	Janitor-16						
	Janitor-17						

III.

Other Materials	Brand
Toilet Tissue Paper Rolls	
Hand Wash	

Note:

1. The Bidder shall quote for quality products.
2. Cleaning agents/ detergents/ sanitary items should be provided without failure of supplies.
All equipment and cleaning agents/detergents/sanitary items, etc shall be handed over to General stores of SLTDA and issuance will be done afterwards on request.

APPENDIX 2

PERFORMANCE GUARANTEE (Unconditional)

----- *[Issuing Agency's Name, and Address of Issuing Branch or Office]*

Beneficiary: Director General,
Sri Lanka Tourism Development Authority,
No.80, Galle Road,
Colombo 03

Date: -----

PERFORMANCE GUARANTEE No.: -----

We have been informed that ----- *[name of Contractor]* (hereinafter called "the Contractor") has entered into Contract No. ----- *[reference number of the contract]* dated ----- with you, for the ----- *[insert "construction"]* of ----- *[name of contract and brief description of Works]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Contractor, we ----- *[name of Agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- *[amount in figures]* (-----) *[amount in words]*, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the ----- day of -----, 20---- *[insert date, 28 days beyond the Intended Completion Date]* and any demand for payment under it must be received by us at this office on or before that date.

[signature(s)]

APPENDIX 3

BID GUARANTEE / SECURITY (Unconditional)

[This Guarantee form shall be filled in accordance with the instructions indicated in brackets]
-----*[insert issuing agency's name, and address of issuing branch or office]*

Beneficiary: Director General,
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Date: ----- *[insert (by issuing agency) date]*

BID GUARANTEE No.: ----- *[insert (by issuing agency) number]*
We have been informed that ----- *[insert (by issuing agency) name of the bidder]* (hereinafter called "the bidder") has submitted to you its bid dated -----
---- *[insert (by issuing agency) date]*(hereinafter called "the Bid") for the execution of *[insert name of Contract]* under Invitation for Bids No. ----- *[insert IFB number]* ("the IFB").

Furthermore, we understand that, according to your conditions, Bids must be supported by a Bid Guarantee.

At the request of the bidder, we ----- *[insert name of issuing agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- *[insert amount in figures]* ----- *[insert amount in words]*) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) Has withdrawn its Bid during the period of bid validity specified; or
- (b) Does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB"); or
- (c) having been notified of the acceptance of its Bid by the Employer during the period of bid validity, (i) fails or refuses to execute the Contract Form, if required, or (ii) fails or refuses to furnish the Performance Security, in accordance with the ITB.

This Guarantee shall expire: (a) if the bidder is the successful bidder, upon our receipt of copies of the Contract signed by the bidder and of the performance security issued to you by the bidder; or (b) if the bidder is not the successful bidder, upon the earlier of the successful bidder furnishing the performance security, otherwise it will remain in force up to ----- *(insert date)*

Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date.

APPENDIX 4

ADVANCED PAYMENT GUARANTEE / SECURITY (Unconditional)

Beneficiary: Director General,
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Gentlemen:

In accordance with the provisions of the Conditions of Contract, Clause 51 (“Advance Payment”) of the above-mentioned Contract, [name and address of Service Provider] (hereinafter called “the Service Provider”) shall deposit with [name of Employer] a Bank Guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of [amount of Guarantee] [amount in words]

We, the [Bank or Financial Institution], as instructed by the Service Provider, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to [name of Employer] on his first demand without whatsoever right of objection on our part and without his first claim to the Service Provider, in the amount not exceeding [amount of Guarantee] [amount in words]

We further agree that no change or addition to or other modification of the terms of the Contract or of Services to be performed there under or of any of the Contract documents which may be made between [name of Employer] and the Service Provider, shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until [name of Employer] receives full repayment of the same amount from the Service Provider.

Yours truly,

Signature and seal: _____

Name of Bank/Financial Institution: _____

Address: _____

Date: _____

APPENDIX 5

FORM OF CONTRACT (Unconditional)

THIS AGREEMENT number made on,
.....2024, between.....
(herein after called “the Purchaser”) on the one part and
.....
.....(hereinafter called “the Service Provider”) on the other part.

WHEREAS the Purchaser has requested for quotation for
.....(d
escription of goods/Service) to be supplied / delivered by Supplier/Service provider, viz. Contract
....., (hereinafter called “Contract”) and has accepted the Quotation by the
Supplier for the supply of servise under Contract at the sum
of..... (.....) hereinafter
called “the Contract Price”.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:
 - a) Form of Quotation; Terms of Reference, General Conditions of Contract, Technical Specifications;
 - b) Addendum (if applicable);
2. Taking into account payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby concludes an Agreement with the Purchaser to execute and complete the supply of service under the Contract and remedy any defects therein in conformity with the provisions of the Contract.
3. The SLTDA hereby covenants to pay, in consideration of the acceptance of Contract, supply and delivery of the goods and remedying of defects therein, the Contract Price in accordance with Payment Conditions prescribed by the Contract.

IN WITNESS whereof the parties hereto have executed the Contract under the laws of Democratic Socialist Republic of Sri Lanka on the date indicated above.

Signature and seal of the Employer: For and on behalf of _____ Name of Authorized Representative	Signature and seal of the Service Provider: For and on behalf of _____ Name of Authorized Representative
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